



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

HGA
3/1/04
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Inve: Application of:)

Applicants: James Edward Schlabach *et al.*)

Serial No.: 09/839,024)

Filed: 04/20/2001)

Title: Method For Training Service
Personnel To Service Selected
Equipment)

Examiner: Srirama T. Channavajjala

Group Art Unit: 2177

Confirmation No.: 2395

Commissioner for Patents
MAIL STOP NON-FEE AMENDMENT
P.O. Box 1450
Alexandria, VA 22313-1450

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Technology Center 2100

AMENDMENT

This amendment is in response to the Office Action dated as mailed November 20, 2003 and having a response due date of February 20, 2004. Please proceed to the following page.